

PATENT APPLICATION

INTERNET BASED EMERGENCY COMMUNICATION SYSTEM

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INTERNET BASED EMERGENCY COMMUNICATION SYSTEM

The present invention relates to a method and apparatus for providing automatic, real-time or recorded, transmission of voice, data and video images from a premises to a single party or multiple interested parties using an internet website as a communications conduit. The website may be accessed only by interested parties that have been properly authorized. Access is made after an event has occurred comprising an intrusion, a fire and/or another type of emergency or other event at a premises.

RELATED CASES / INCORPORATION BY REFERENCE

This is a continuation in part of United States Patent Application Serial No. 09/545,948, filed April 10, 2000. Applicant incorporates herein by reference United States Patent Application Serial No. 09/545,948.

BACKGROUND INFORMATION

Systems for detecting and reporting intrusions and other types of events including but not limited to fire and medical emergencies are well known in the prior art. A typical system for securing and protecting the occupants of a premises, such as a home or an office building for example, includes: 1) at least one keypad/display panel; 2) a central system controller; 3) entry point sensors located at various windows and doors to the premises; 4) sensors for detecting movement, vibration or sounds within the premises in the event that the entry point sensors have been evaded; 5) sensors for detecting fire and/or smoke or other functions within or outside a premises including temperature or low heating fuel; 6) an audible and/or visual alarm; and 7) a telephone line connection.

The keypad/display panel is a device through which the security system is activated or deactivated by an authorized user of the premises. The keypad/display panel can incorporate a "panic switch(es)" to allow a user to immediately signal an emergency such as an intruder, fire or medical problem without the central controller being in the alarm state. Once the system has been activated using the keypad to enter an activation code, or through a key or some other form of proper

activation, a signal is sent from the keypad/display panel to the central controller. The central controller continually monitors each of the entry point sensors connected through electrical wiring or other form of communication (i.e. radio frequency ("RF")) to the central controller within the premises. In the event that a window or door is opened while the system is activated, the particular entry point sensor detects the entry and signals the central controller. Alternatively, if an intruder enters the premises without tripping one of the entry point sensors, one of the motion or other types of sensors may detect the intruder and alert the central controller that an intruder has been detected within the premises. A motion or sound sensor may be triggered without an entry point sensor detecting an open event.

Once the central controller receives a signal from an entry point sensor or other type of sensor it may sound an alarm. Alternatively, or in addition to the alarm, if the premises is being monitored by a remote monitoring entity, the central controller will dial a telephone number of the remote monitoring entity to provide notification of an intrusion or other form of emergency event and provide data regarding the event. The remote monitoring entity must then attempt to ascertain the exact nature of the event and whether the alarm is a "false alarm." In situations where the remote monitoring entity cannot determine the exact nature of the alarm indication they may send a guard to the premises and/or notify local police, fire or emergency medical providers of the alarm indication who may be dispatched to the premises to investigate.

The primary problem with prior art security and emergency notification systems of the type described above relates to the inability of the remote monitoring entity to accurately verify an alarm indication. Therefore, there are frequently false alarms that may be caused by any number of events, including but not limited to: 1) a faulty sensor; 2) a pet moving within the premises; 3) an authorized entrant that has mistakenly tripped a sensor unknowingly; 4) an authorized entrant that has failed to deactivate the system; 5) smoke from a stove or fireplace; or 6) a child at a premises who has inadvertently requested emergency medical assistance by depressing the emergency sequence on the keypad/display. Any one of these false alarm indications will cause the alarm to be sounded and the remote monitoring entity to be immediately notified. Frequent false alarms cause neighbors to

believe that alarm indications are “false”. More importantly, a high number of false alarms cause police, fire and emergency services providers to react slowly believing the subject alarm indication to be false.

Another problem with these types of prior art systems is that information transmitted to the remote monitoring entity only relates to how an alarm indication was activated (i.e. through the activation and control panel or through a sensor). Thus, if an actual emergency has occurred, the remote monitoring entity has no means of identifying what a perpetrator looks like, the location of a fire at the premises or the condition of person who has suffered a medical emergency. Furthermore, systems of these types do not provide real time information to emergency services providers which can be transmitted to multiple interested parties at diverse and remote locations. Nor, do these systems provide immediate notification of an alarm indication to a premises owner or manager who is not at the premises at the time of the alarm.

A second type of security system that is well known in the prior art is a Closed Circuit Television System (CCTV). CCTV Systems utilize video surveillance cameras that are placed at various points within or near a premises. CCTV Systems are “closed” systems and provide authorized parties with the capability to view events, which are or have taken place at a premises in three ways: 1) A monitoring station located at the premises can be equipped with video monitors and other equipment that enables an individual or group of individuals to view the input from the various cameras connected to the System in real time. Systems that permit on-premises monitoring may also be equipped with the capability to record events over some time period using tape or digital recording devices. Recording can be reviewed by interested parties at a later date; 2) CCTV Systems can be equipped with recording devices only, thus precluding real-time monitoring but providing the capability to view recorded events at a later date; 3) CCTV Systems can be installed at several remote locations with the input from the various cameras being transmitted to a single centrally located video monitoring site equipped with apparatus that permits viewing and/or recording of events from all of the remote locations.

CCTV systems suffer from numerous problems: 1) they are not practical for use at residences or small businesses since continual recording of living and work environments is generally considered to be intrusive; 2) CCTV Systems require constant monitoring of transmitted video images in order to be effective in the prevention of crime, or early detection of an emergency. Such a requirement necessitates expensive personnel who can provide monitoring services; 3) CCTV Systems do not possess the capability to automatically alert an off site premises owner or manager of an emergency condition at the premises; 4) CCTV Systems do not enable real time, secure viewing of video images by multiple interested parties, including emergency services providers who are located away from the premises but who have a temporary or recurring interest in the events transpiring at the premises; 5) CCTV Systems do not enable real time voice communication between multiple interested parties, including emergency services providers who are located away from the premises but who have a temporary or recurring interest in the events transpiring at the premises; 6) CCTV Systems provide information as an emergency event unfolds, but generally cannot provide early warning for such emergencies as fires or unauthorized intrusions unless constantly monitored.

A third type of security system that is well known in the prior art is an "interactive video surveillance" or "remote alarm verification and video surveillance system". These systems utilize all of the components of a standard security and emergency notification system, but in addition incorporate the use of: 1) a video controller board; 2) the components of a CCTV System; and 3) a speaker phone tied to the central system controller.

Interactive Video Surveillance or Remote Alarm Verification and Video Surveillance Systems (IVSS) provide the capability for automatic, real-time transmission of voice, data and video images from a premises to a single interested party using conventional telephone lines. IVSS provides the capability for: 1) a central station operator to visually verify the nature of an alarm event at a premises following an alarm event; 2) a central station operator to engage occupants of a premises in real-time voice communication following an alarm event; and 3) permit a single interested party to "dial into" a premises in order to carry out remote video surveillance when an alarm event has not been triggered.

IVSS suffer from numerous problems: 1) IVSS can transmit voice, data and video images to only one remote location at a time; 2) IVSS rely on low paid central station monitoring operators to control emergency conditions; 3) IVSS is not secure due to the capability for an interested party to “dial into” a system to view video images from a remote location; and 4) IVSS systems in their present form are limited to communications using conventional telephone lines.

SUMMARY OF THE INVENTION

The present invention offers a solution to the problems of the prior art by offering a system and method that incorporates the elements of the prior art systems, while adding and enhancing functions, and providing new and unique methods for the premises owner (or manager), emergency services, the central monitoring station and other authorized users to communicate as a group to monitor the system. The subject invention overcomes the shortcomings of the prior art systems by providing a practical and cost effective means for combining video monitoring, two way voice, and data communications to a central monitoring station via a proprietary website. More particularly, the invention includes capabilities and functionality which: 1) provides automatic notification to multiple interested parties of an alarm event at a premises; 2) enables the transmission of voice, data and video images between multiple remote locations simultaneously; 3) provides security by precluding a party from “dialing into a protected premises” to view real time video images; 4) provides the ability for system parameters to be reviewed and activated from remote locations when a temporary web page is initiated by a website 321; and 5) permits the use of wireless devices for (i) sending and receiving information regarding an alarm event, (ii) reviewing system parameters and arming an alarm system at the protected site from remote locations, and (iii) communicating with other interested parties who are sending and receiving information following an alarm event.

The use of a website enables the authorized users to simultaneously view the video data transmitted from the site while maintaining group voice and data contact regardless of their current location. In particular, video cameras are strategically located within a protected premises to record activity at various entry points or in other central passageways throughout the premises. Additional

video cameras can be added at other locations as desired for specific monitoring functions such as at or near storage locations for valuables. Sensors within the premises may detect a variety of events, including: 1) security breach, 2) fire, 3) smoke, 4) panic, or 5) maintenance. Once an event is detected while the system security and video controllers have been activated, the following events occur: 1) the video controller activates the camera and associated lamp monitoring the tripped sensor; 2) the security system controller begins the process of transmitting data to the central monitoring station; and 3) the transmission signal from the system controller to the central monitoring station is intercepted by the video controller that initiates communications to the website.

Communications to the website is by one of the following internet compliant communications means: standard phone line, broad band bi-directional cable connection, digital subscriber line ("DSL"), wireless phone service or any other internet compliant communication format. Once the website connection has been made, the security system transmits data to the website indicating the premises' account number. The website database is accessed to determine the central monitoring station that services the identified account. The website then routes the video, data and voice channel outputs from the activated site to the central monitoring station. The website simultaneously places a call to the premises owner or manager (referred to collectively as "owner") to notify them of the system alarm condition.

Once the owner and the monitoring station are on line to the website they may communicate by voice channel while simultaneously viewing video and sensor data from a temporary web page opened on the website. If an emergency exists, emergency services providers such as police, fire, medical or maintenance services personnel are notified. They can connect to the website to access voice and data channel connections as well as being able to see the cause of the problem through the viewing or reviewing of the video signal being recorded at the premises. In an embodiment of the present invention, a remote monitor that is notified and gains access to the website may be any one of a number of individuals or entities. For example, they may include: 1) the facility owner's web compliant pager; 2) the facility owner's web compliant cellular telephone; 3) a remote computer site designated by the facility owner; 4) a remote central monitoring site; 5) the local police department;

6) the local fire department; or 7) any other authorized entity designated by the facility owner. The alerted party is provided with a temporary internet web page address to view the video data that is being posted to that website. For security purposes, each user may be required to enter an access code to gain entrance to the website. The alerted party can determine whether there is an actual emergency by examining the real time video and audio data or recorded data from the site thereby eliminating, or at least greatly reducing, false alarms and nuisance calls.

The present invention provides a security system and method for imaging an event to confirm the identity of the intruder, or that the intruder is an authorized entrant. It also provides real time video, audio, data and recording of an event to be posted to an internet website for access by an authorized user for viewing, review and to determine an appropriate course of action to handle the event. The present invention also eliminates or reduces false alarms and nuisance security calls.

BRIEF DESCRIPTION OF THE DRAWINGS

Fig. 1 is a prior art security system using various sensors;

Fig. 2 is a prior art security system using video surveillance;

Figs. 3A-B are block diagrams of the security system of the present invention;

Fig. 4A is a flow chart that shows a sequence of steps executed during the operation of the security system of the present invention; and

Fig. 4B is a flow chart that shows a sequence of steps executed during the operation of another embodiment of the present invention.

DETAILED DESCRIPTION OF THE EMBODIMENTS

The present invention relates to security systems and methods, and more particularly, to security systems and methods using local video surveillance combined with transmission of recorded data such as video or audio sequences to an internet website from the secured premises. Throughout the drawings, like reference numerals are used to identify particular elements of the described systems and methods.

Figure 1 is a block diagram of a prior art basic security system 11 for home or commercial use. Basic security system 11 includes temperature or other maintenance function (i.e. low heating fuel) sensors 12 and entry point sensors 13 that may be in the form of switches for detecting an open

event at an entry point such as a door or a window. Basic system 11 may also include motion sensors 15 for detecting movement within the protected premises in the event that an entry point sensor is bypassed without being activated. In addition or as an alternative to motion sensors 15 are beam detectors that are activated by movement through the sensors path. Beam sensors 17 are typically located in doorways, hallways or other passageways where a beam can be transmitted and received across a relatively narrow area. Finally, basic system 11 may include fire/smoke detector 18, audio detectors 19 for detecting noise generated by an intruder such as the breaking of glass or some other audible sound, and/or broken glass detector 20.

Each of sensors/detectors 12, 13, 15, 17, 18, 19, 20 is connected to system controller 21. Controller 21 is normally a microprocessor-based device that is programmed to monitor input lines connected to sensors/detectors 12 13, 15, 17, 18, 19, 20. Other inputs to controller 21 include a keypad/display 23 through which a user may activate, deactivate or issue other commands to basic system 11. An auxiliary keypad 25 is optional and may allow a user to activate, deactivate or issue other commands to basic system 11 from a location separate from keypad 23. For example, main keypad 23 may be near an entry to the premises while auxiliary keypad 25 may be located in a master bedroom. It should be understood that keypad/displays 23, 25 may be replaced with numerous alternative activation and deactivation devices. These devices may include, but not be limited to a keyswitch, an electronic or magnetic stripe card and reader, a finger print imaging device, or other well known security activation/deactivation devices for ensuring that access is limited to authorized users.

Basic system 11 can be operated in local mode or central monitoring mode. In local mode, basic system 11 utilizes an audible alarm 27 to alert the user or premises owner that an intrusion has been detected. In central monitoring mode, basic system 11 may utilize audible alarm 27, but more importantly, an auto dialer and modem 29 is activated to notify a central monitor that an intrusion has occurred.

In operation, a user activates basic system 11 by inputting an activation signal on keypad 23 or auxiliary keypad 25. Once basic system 11 has been activated, system controller 21 continuously monitors the activity of sensors 12, 13, 15, 17, 18, 19, 20. In the event that an intrusion is detected at any of these devices, system controller 21 turns on audible alarm 27 and/or notifies central monitor 31 through auto dialer and modem 29. The user can deactivate basic system 11 at any time by inputting a deactivation signal on keypad 23 or auxiliary keypad 25. In addition, a panic signal may

be input to keypads 23, 25 to set off alarm 27 and contact central monitor 31 in the case of an emergency even if system 11 has not been activated.

Figure 2 is a block diagram of a prior art video surveillance system 32 that may be used by itself or in conjunction with the basic security system 11 for home or commercial use. A set of cameras 33a-n are positioned throughout a premises for performing video surveillance. Each camera 33a-n is connected to a video switch 35 that permits security personnel to switch between the video signals transmitted from each of cameras 33a-n. A digital encoder 37 may be used to encode the video signal from the selected camera before it is transmitted to a video monitor 39 that is reviewed by the security personnel. The system may also use the analog signals from video switch 35 to directly drive the video monitor 39 if it is an analog type unit. The video signal from the digital encoder 37 or the video switch 35 can be recorded by a video recorder 41 to preserve the video transmissions from cameras 33a-n for future viewing and review. The video transmissions allow the security personnel to actually remotely view the premises to determine the cause of an intrusion signal sent by a sensor or detector of basic system 11. Even if a security system 11 is not in use, cameras 33a-n may be used to display an image on a monitor in real time or by review of recorded data from video recorder 41 for events that occur at the protected premises

Fig. 3A is a block diagram of a security system 311 of the present invention. Security system 311 contains some of the same components of basic security system 11. In addition, security system 311 contains some of the same components of video surveillance component 32. In security system 311 of the present invention, sensors 12, 13, 15, 17, 18, 19, 20 operate in the same manner as described above with respect to basic security system 11, except that they include an identification code for specifying which sensor has been tripped. For at least some of sensors 12, 13, 15, 17, 18, 19, 20 and preferably for each of the sensors, a surveillance camera 33a-n covers the area around a particular sensor or sensors. For each camera 33a-n, a corresponding lamp 313a-n is located proximate thereto to illuminate the area under surveillance by a particular camera. Data, voice and audio signals are captured or imaged by cameras 33a-n that are each equipped with a microphone and a speaker indicated at each camera as an audio subblock. The microphone and speaker permit two way communication between each camera 33 and website 321. The data, voice and audio signals are transmitted and received using available technology from a number of sources, including Axis, Inc.

Lamps 313a-n are controlled by a lamp switch 315 to select the appropriate lamp for illuminating an area covered by a corresponding selected camera 33a-n. A video controller 316 is

used as in basic security system 11 for the purpose of switching between the different cameras 33a-n. A video encoder 317 receives the video output signal of a camera and prepares the video signal for transmission by transmitter 319. Transmitter 319 uses a communication standard such as MPEG or JPEG for transmission of the data, voice, and video information from system 311. An alternative
5 proprietary compression and communication standard may be used for signal transmission from system 311. The communication standard used for data transmission from system 311 by communication link 320 will depend on the type of data link between system 311 and website 321. Examples of different standards are broadband bi-directional cable, a digital subscriber line (“DSL”), phone line, radio frequency (“RF”) link, ISDN, cell phone link, or any other internet
10 compliant communication standard or “data format.”

A website 321 with a temporary web page 375 is used to post the data transmission so that it may be viewed and evaluated by authorized viewers. Website 321 may be accessed by a variety of authorized viewers including but not limited to the premises owner from any remote location 323, a police department 325, a fire department 327, an emergency medical service 329, the premises
15 owner 339 from a permanent designated site, or any other entity 331 authorized by the user of security system 311. Additionally, website 321 may transmit other types of signals such as a message to be left on the owner’s/manager’s designated voicemail box 333 or an email message to be sent to a user’s designated email address 335. The website 321 may also call a designated phone
337 to notify the owner of an event either by making live contact or sending a page message.

In operation, a user activates security system 311 through keypad/display 23 or auxiliary keypad/display 25. As with basic security system 11, activation occurs when the user depresses a series of keys that typically represent a code selected by the user and programmed into the system. As with the prior art systems, many other activation/deactivation systems may be employed. The same code is typically used to de-activate the system by depressing the series of keys while security
20 system 311 is in its active state. Other codes entered on either keypad/display 23, 25 may be used for immediately enabling audible alarm 27, and connecting to website 321 if the user is in a panic situation. Once activated, system controller 21 continuously polls temperature/maintenance sensor 12, entry point sensors 13, motion detectors 15, beam detectors 17, fire/smoke detector 18, audio
25 detectors 19, and broken glass detector 20. If an intrusion or emergency is detected at any of these sensors 12, 13, 15, 17, 18, 19, 20, video controller 21 transmits a signal to video/audio controller
30 316 to turn on the particular camera 33a-n and lamp 313a-n respectively covering the tripped sensor/detector.

The particular camera begins shooting to “capture” or “image” events occurring in the area it covers while the corresponding lamp illuminates the covered area in the event that it is dark. Video controller 316 passes the video signal from the active camera to video/audio encoder 317. Video/audio encoder 317 encodes video signals in a selected data format. At the same time, the video/audio signals are transmitted by controller 316 to video/audio recorder 318 for recording and playback at a later time. If it is desired to record the video/audio signals, recorder 318 may receive signals from encoder 317 as an alternative to receiving the signal directly from controller 316.

Encoder 317 passes the encoded video/audio signal to transmitter 319 in the data format for transmission to website 321. Transmitter 319 is typically a DSL modem, manufactured by Cabletron, Inc. of Rochester, New Hampshire. Since keypad/display panel 23, 25, or a sensor 12, 13, 15, 17, 18, 19, 20 has already activated the system controller 21, controller 21 has opened the two way combined data, audio and video channel to website 321 through transmitter 319 and communications link 320. Communications link 320 connects system 311 to website 321.

It is also possible for an authorized entity to perform a variety of functions on system 311 by accessing system 311 through website 321. Examples of such functions are activating or deactivation system 311, checking the status of system 311, checking the status of a particular sensor to determine temperature at temperature sensor 12, fuel level at a fuel level sensor (not shown), or other functions such as a history of past events that may be stored and accessed by system controller 21.

Figure 3B shows another embodiment of the invention including a CCTV console 322 with a group of individual display monitors 324a-n. CCTV console 322 may be a closed circuit television system used in the prior art and described with respect to Fig. 2. As incorporated in the present invention, cameras 33a-n may be continually used to display images on display monitors 324a-n of CCTV console 322. In addition, the security system status display 314 may be one or more indicator lamps, a computer screen, or other signaling devices for indicating to security personnel or other users (collectively referred to as “security personnel”) any activity at corresponding sensors 12, 13, 15, 17, 18, 19, 20. Display monitors 324a-n may be viewed by security personnel to remotely view different locations within the premises being covered by cameras 33a-n. Cameras 33a-n can be selected to view an alarm location as indicated by security system status display 314. The number of display monitors 324a-n is typically less than the number of cameras 33a-n. However, the cameras are switchably connected to display monitors 324a-n by video/audio controller 316 that is a type of switch. Security personnel may cause the output of particular cameras

33a-n to be viewed on the display monitors 324a-n of CCTV console 322 by operating camera selector 328.

Switch 326 located on or proximate to CCTV console 322 may be actuated by security personnel upon viewing an event requiring website 321 notification. Actuation of switch 326 causes the video output of a particular selected camera 33a-n to be transmitted to website 321 in a manner similar to that described with respect to Fig. 3A. Different images can be provided to website 321 for display on temporary web page 375 by security personnel manually selecting among positions on camera selector switch 328 to select an output of a particular camera 33a-n to be sent to video/audio encoder 317. The remaining elements of this embodiment of the invention are the same as those of Fig. 3A except that a central monitor site may not be required. Notification to authorized entities to inform them to access website 321 is performed by security personnel in a manner similar to that performed by central monitor 31. Or, security personnel may notify other authorized entities by manually using a phone, pager or other well known notification techniques. In addition, a central monitor 31 as described with respect to Fig. 3A can be employed. Central monitor 31 has a reduced role in this configuration of the invention due to the presence of security personnel at the premises. However, central monitor 31 may become critical in the event that security personnel are incapacitated, forced to leave the premises in an emergency or are otherwise unavailable to view display monitors 324. In that case, central monitor 31 may assume remote access to switch 328 to provide services as described with respect to Fig. 3A.

When security personnel are available and are viewing display monitors 324, their actions in actuating switch 326 function similarly to the setting off of one of sensors 12, 13, 15, 17, 18, 19, 20 with the exception that the security personnel or other user determines which camera 33a-n provides the images to website 321 to be displayed on temporary web page 375 where it can be viewed by an authorized party or parties.

Figure 4A is a flow chart illustrating the sequence of events for operation of the system of the present invention. First, website 321 is in a wait state 401 awaiting an input from the alarmed premises. When website 321 receives a connect input 403 from system 311, an account code 403-1 for system 311, identifying the particular premises is provided. In addition, an identification code 403-2, identifying tripped sensors 12, 13, 15, 17, 18, 19, 20 is provided to inform the website of the particular sensor/camera pair that has been tripped. Website 321 uses the provided account code to verify within its database of existing customers that the connected premises are an active account. Upon proper verification, a temporary event web page 375 is created 407 specific to the account and

the event that has occurred for the premises that has connected to website 321. At this point, website 321 is ready to receive video/audio data transmitted by connected system 311. The event being imaged by system 311 is displayed on temporary web page 375 for review 411 along with the identification code of the camera/sensor pair transmitting the data related to the event. At the same time, the information provided by system 311 is recorded 413 by recorder 347 for later playback and for archival purposes.

The account information received from system 311 by website 321 for verification 405 is also used to determine the proper central monitor 31 in its database that services the account 415. Along with central monitor information, website 321 may access owner information 417 and transmit a signal to alert the owner 330 via voicemail 333, e-mail 335, or phone 337. The central monitor 31 is alerted to the event 419 and notified of the temporary web page established for this event 407 along with the account number, the event number and the camera/sensor identification code. The signal transmitted to the owner 417 contains the same pertinent information as the signal transmitted 419 to central monitor 31. Both central monitor 31 and owner 330 are able to access the temporary web page 407, 422 simultaneously. Central monitor 31 views video images and listens to audio signals 423. Two-way communication is enabled using the selected data format to allow central monitor 31 to converse with individuals at the premises. Depending on the owner's location, they may also have the same capabilities 425 via links 323, 330, or possibly more limited capabilities such as audio only through a telephone.

After central monitor 31 and/or owner 330 view real time video images, recorded video images and engages in conversation with individuals at the alarmed premises, a determination can be made as to the nature of the event 427 that has caused the alarm. If the event is not an emergency and does not require any action, central monitor 31 and/or owner 330 can make that determination and log out of temporary web page 407 closing out activity for that event. If the event requires further action, the revealed cause of the alarm permits central monitor 31, with assistance from owner 330 (or alone if owner is unavailable), to determine an appropriate course of action to handle the alarm event 429. It should be understood that there are numerous ways to notify entities that may access website 321. For example, rather than website 321 sending signals directly to owner 330 at step 417, central monitor 31 may be the primary party that is notified and notification of all other entities may be the responsibility of central monitor 31.

As discussed with respect to Figures 3A-B, each camera 33a-n includes a speaker and microphone pair indicated by the incorporated audio block that can be used to communicate between

system 311 and website 321 for access and use by central monitor 31 and/or the premises owner through link 330. After evaluation of the transmitted information 429, if an emergency exists, central monitor 31 and/or the owner can take action to cause website 321 to provide notification 431 to any of the following: 1) a remote location 323 (designated by the owner); 2) police 325; 3) fire department 329; 4) emergency medical personnel 329; or 5) other authorized users 331. Notification is achieved by sending a voicemail message 341, email message 343, or a direct phone call 345 as illustrated by step 431. Alternatively, the central monitor 31 may initiate a voicemail, phone call, or email to any of the aforementioned authorized access entities 323, 325, 327, 329, 331 via the website. The authorized entities 323, 325, 327, 329, 331 access website 321 and view the combined data, voice and video information in real time (or as recorded earlier) simultaneously with central monitor 31 and/or owner 330 to evaluate the event 433. The various entities can act cooperatively to determine the appropriate type of equipment they may need to send to the premises in an emergency situation or act as otherwise required 435.

Once action is taken and temporary web page 375 is no longer needed, it is closed 437. It should be understood that any review of the events required after temporary web page 375 is closed is possible by examining recordings on recorder 318 at the protected site 311 or, on recorder 347 at website 321.

Operation of another embodiment of the present invention as shown in Fig. 3B is described with respect to Fig. 4B. For the most part, the steps are the same as those described with respect to Fig. 4A with differences denoted. Initially, website 321 is in wait state 401. When an event occurs 402, security personnel present in the premises may detect the event by viewing various remote locations within the premises on video display monitors 324a-n of the CCTV console 322. The different camera images are selected using camera selector 328 on CCTV console 322. Security system sensor display 314 indicating the alarm status of the various sensors 12, 13, 15, 17, 18, 19, 20 is located on or near CCTV console 322. If security system sensor display 314 indicates a sensor 12, 13, 15, 17, 18, 19, 20 has become active, security personnel may select a camera 33a-n covering the sensor indicated to view that area and determine whether there is an event requiring action. If an event is viewed, security personnel actuate switch 326 to connect the premises to website 321. It is also possible to configure system 311 such that a premises connection 403 occurs automatically upon a sensor detecting an event as described with respect to Fig. 3A. This configuration is particularly useful in situations where security personnel are incapacitated, forced to leave the premises in an emergency, or are otherwise unavailable. In either case, an account code 403-1 and

an ID code 403-2 are transmitted from the system controller to website 321 as described with respect to Fig. 3A.

Once a premises is connected 403, the following steps occur in a manner similar to those described with respect to Fig. 3A: 1) account verification 405; 2) open temporary web page 407; 3) data transmission 409; 4) display data 411; 5) record event 413; and 6) database access 415. In the embodiment of Fig. 3B, database access may not require contacting a central monitor since security personnel are already on site. However, use of a central monitor 31 may be an added benefit in the event that security personnel are incapacitated, forced to leave the premises in an emergency, or are otherwise unavailable. Once the database has been accessed, any appropriate authorized entities are notified 417. This may include a property owner, a designated representative of a company occupying the premises such as the director of security, the police, fire, emergency medical, maintenance contractors or others that provide necessary services. The security personnel at the premises, along with the authorized entities connect to website 321 at step 422. They view the premises 425 on temporary web page 375 opened on website 321 and determine the nature of the event 27 occurring. A course of action 429 is determined and the parties act in accordance with that course of action. Once the event has been addressed appropriately, temporary web page 375 is closed. If security personnel cannot remain at their post to direct the coordination of the event, they will use switch 327 of CCTV console 322 to activate transmission of video, audio and data to website 321 and to indicate that the central monitor site 31 or other designated coordinator, control the monitoring of the event response by remotely selecting among the input signals to controller 316 from cameras 33a-n.

Through the use of website 321, individuals and services 323, 325, 327, 329, 330, 331, 339 and central monitor 31 will be able to access system 311, when authorization has been approved, to perform functions such as: 1) turning on the alarm system 311 when the owner or manager has inadvertently forgotten to do so upon leaving the premises; or 2) obtaining system reports for access, maintenance, and other functions. System 311 will not customarily allow an outside source to turn on the cameras 33a-n. This function will have a hardware settable option in system controller 21 to override the default condition and allow authorized access through the website 321 to turn on the video cameras if the premises owner or manager approves.

Although the invention has been described above, variations or modifications can also be used with the invention. For example, the maintenance sensor has been described with respect to monitoring the ambient temperature of the premises. It is also possible to include a sensor that is

capable of detecting the presence of water in a basement or other area of the premises. In addition, the order and method of notification to the various entities can be configured in many ways. The scope of the invention is therefore defined by the following claims: